

**Figure 1: EDS Planning Continuum: Business Strategy to IT Delivery**

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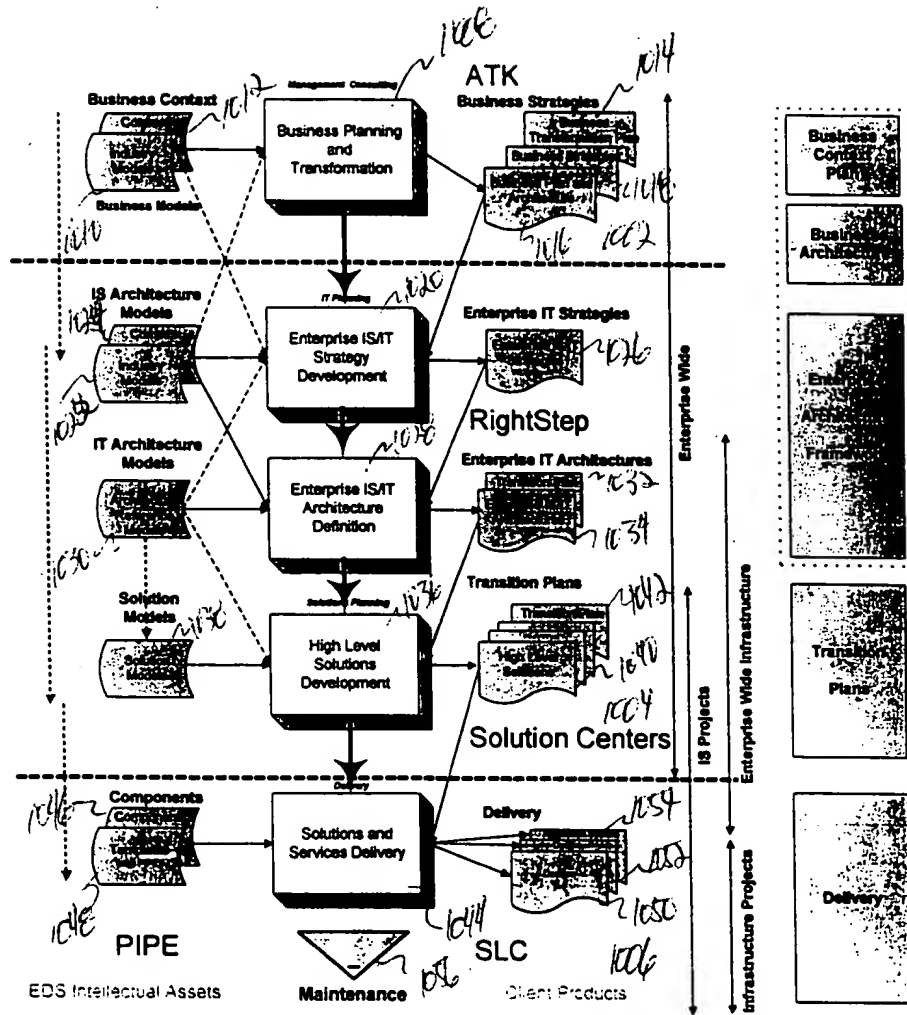


Figure 2: EDS Planning Continuum Detail: Input and Output Relationships

Hand-drawn floor plan of a building. The plan is enclosed in a dashed rectangular border. The interior is divided into several areas:

- Top Left:** A small rectangular area labeled "ENTRANCE" with "DOOR" written below it.
- Top Right:** A large, dark, irregularly shaped area, possibly representing a pool or a large room, labeled "36" in the top right corner.
- Bottom Left:** A large rectangular area labeled "BUSINESS ARCHITECTURE" with "OFFICE" written below it.
- Bottom Right:** A small rectangular area labeled "34" in the bottom right corner.

Handwritten numbers "30" and "36" are also present in the top left and top right corners of the plan, respectively.

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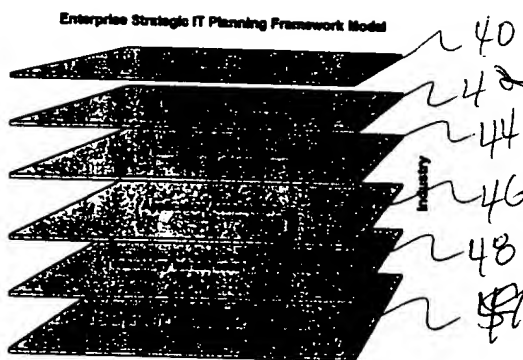
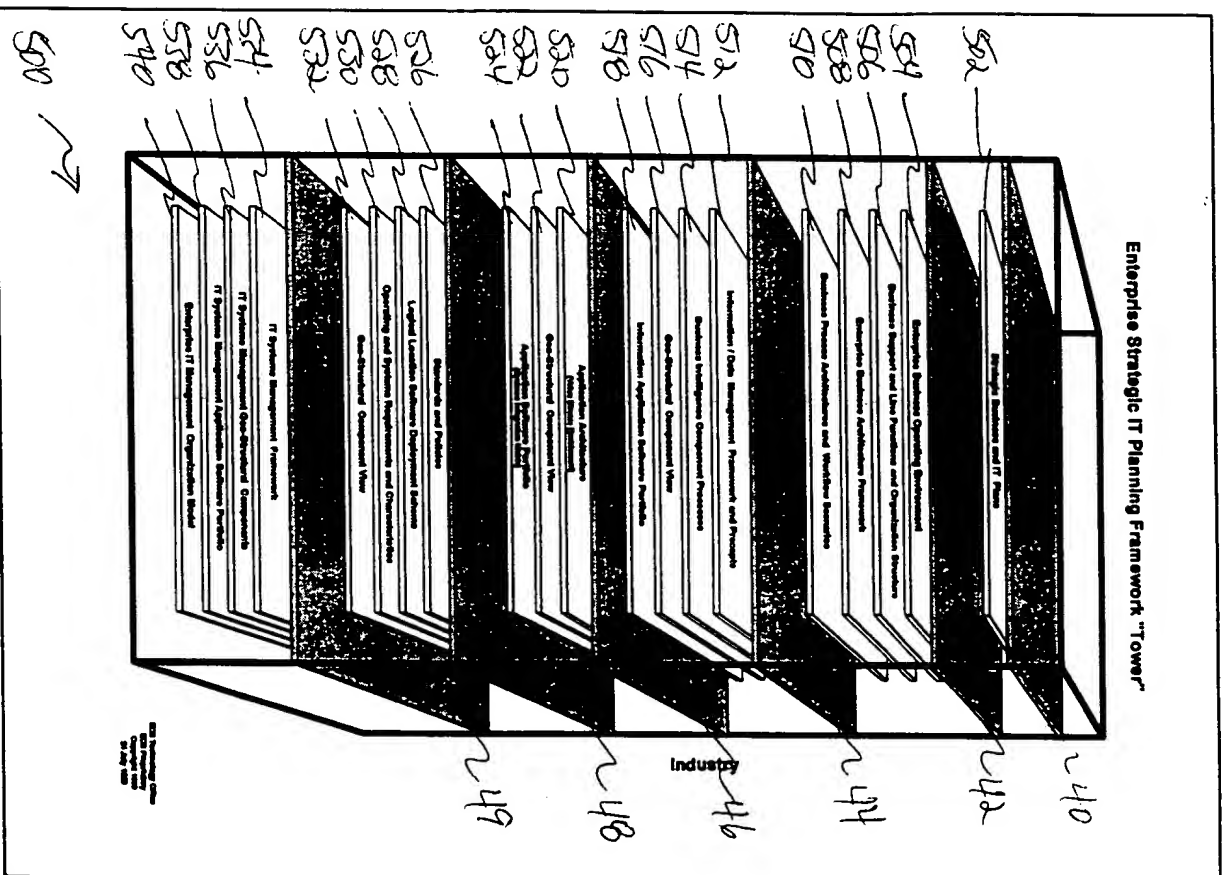


Figure 4: Fundamental Strategic IT Planning Framework Components

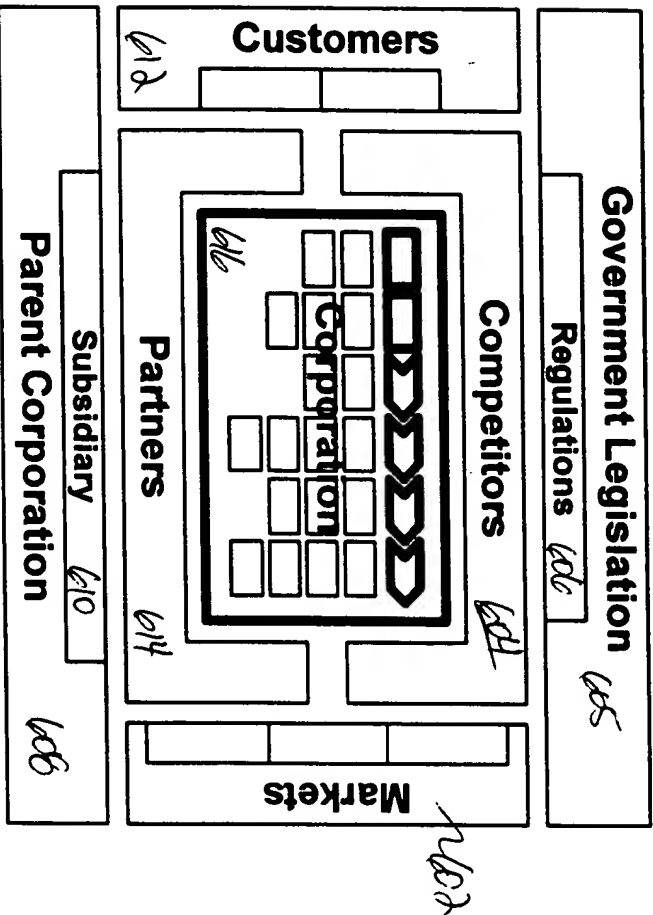
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(2).

## Business Enterprise Model (BEM)

### Business Environment

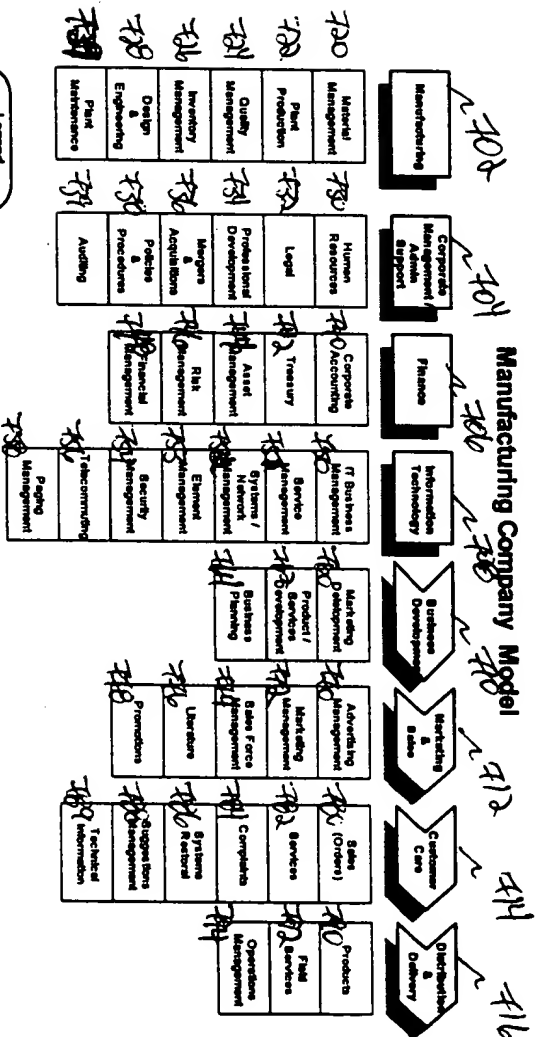


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FIG. 6

(3).

## Business Function Process Model



# (4). Logical Location Model(s)



Logical to Physical Location Map

Logical Location	Business Function(s)	Physical Location
Corporate Headquarters	Corporate Mgmt	Chicago, IL

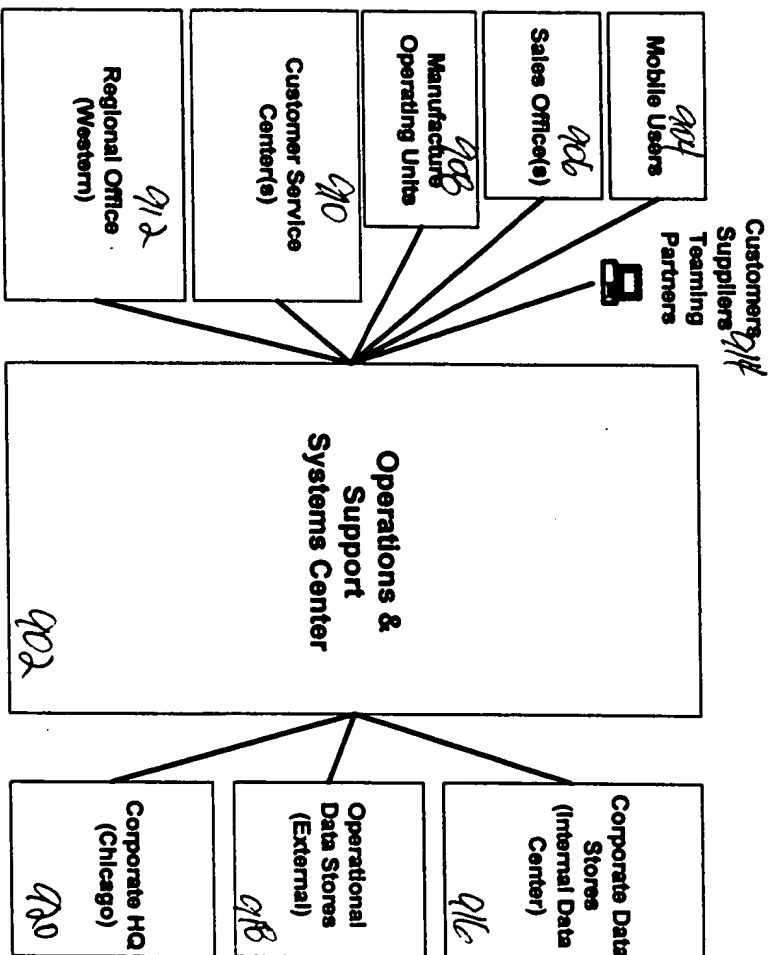
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FIG 8

2402



# (4.a). Logical Location - Geo-structural View



900 ✓

FIG. 9

# (5). IT Investment and Expenditure Profile

Discretionary Funds (DF)		IT Planning/Architecture Dev
Application Development		
New Software Development		
Maintenance		
Non-Discretionary Funds (NDF)		
COE		
Business and System Operations & Processing		
Equipment, Software, & Personnel		
Facilities		
Information Systems		
Security		
Training		
TOTAL IT COST		
Corporate Revenue		
Percentage: IT Cost/Revenue		
Percentage: Non-Discretionary Funds/IT Cost		
Percentage: Discretionary Funds/IT Cost		
Industry Standard: IT Cost/Revenue		
Industry Standard: NDF/IT Cost		
Industry Standard: DF/IT Cost		

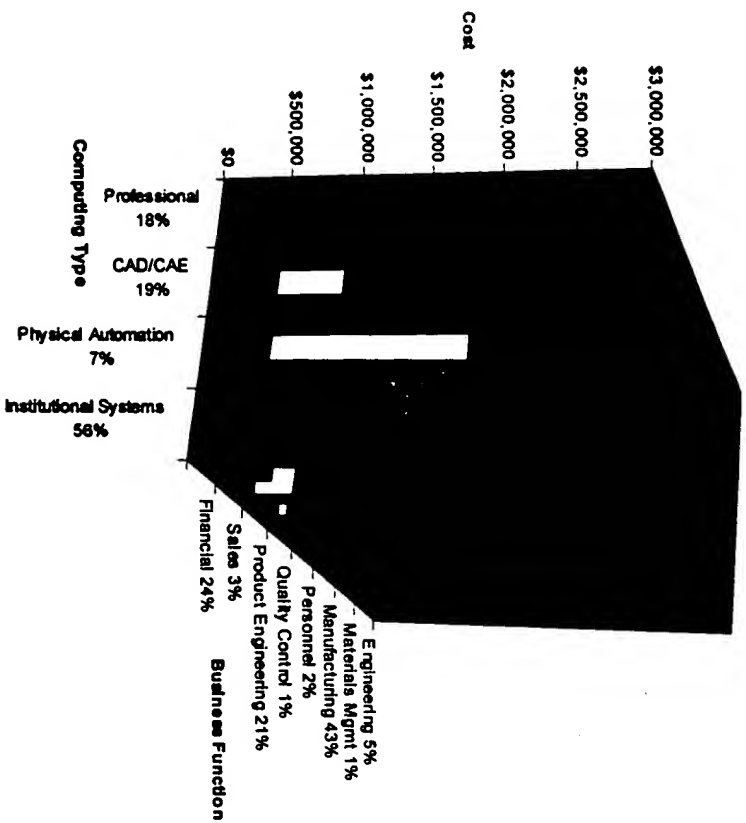
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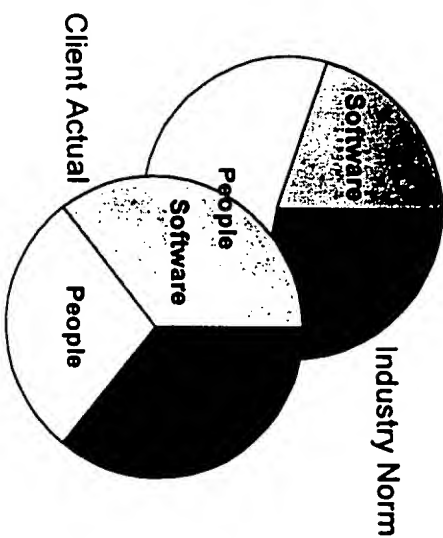
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# (5a). Client IT Expenditure and Industry Expenditure Benchmark

IT Expenditure Analysis



Industry IT Expenditure Benchmark

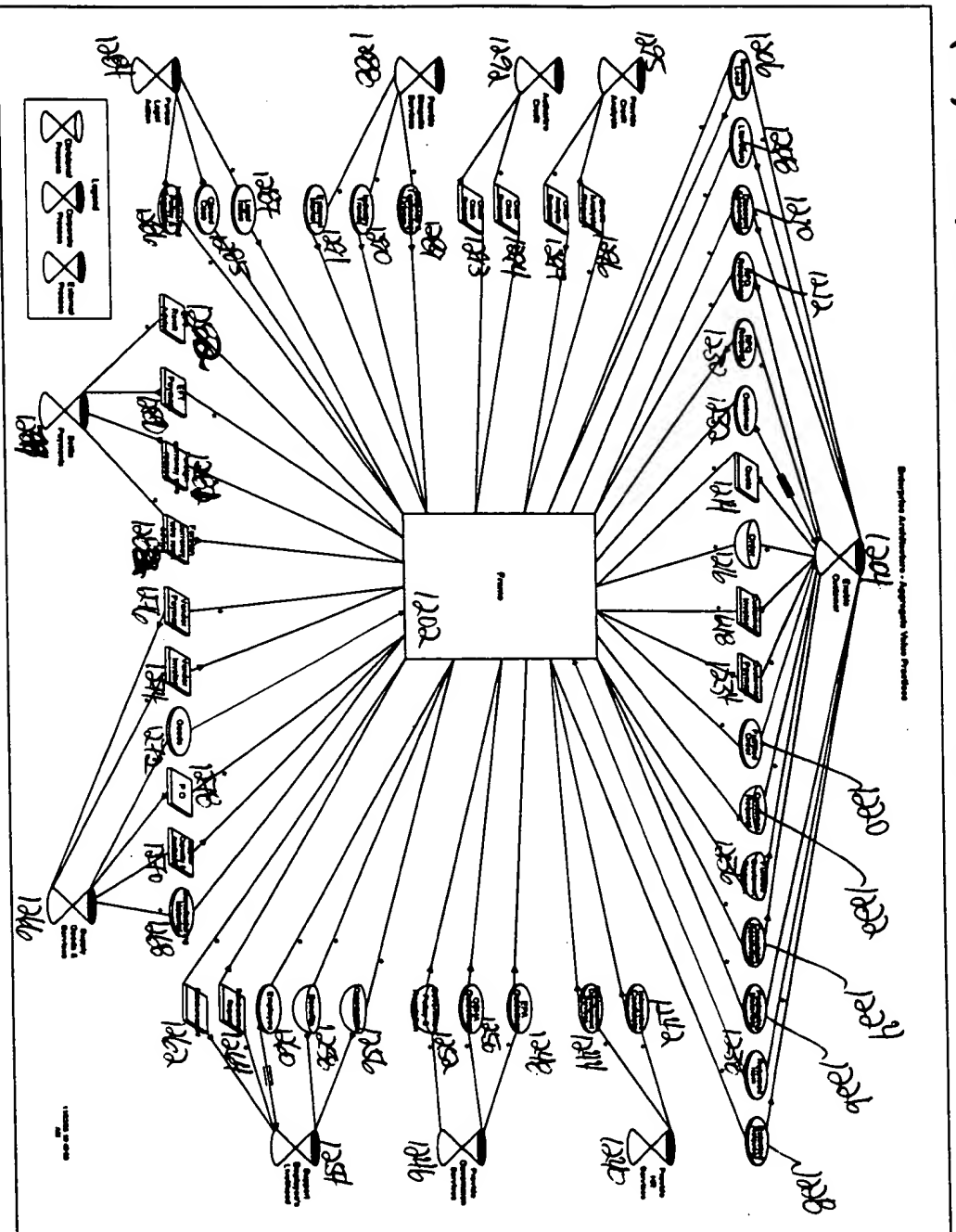


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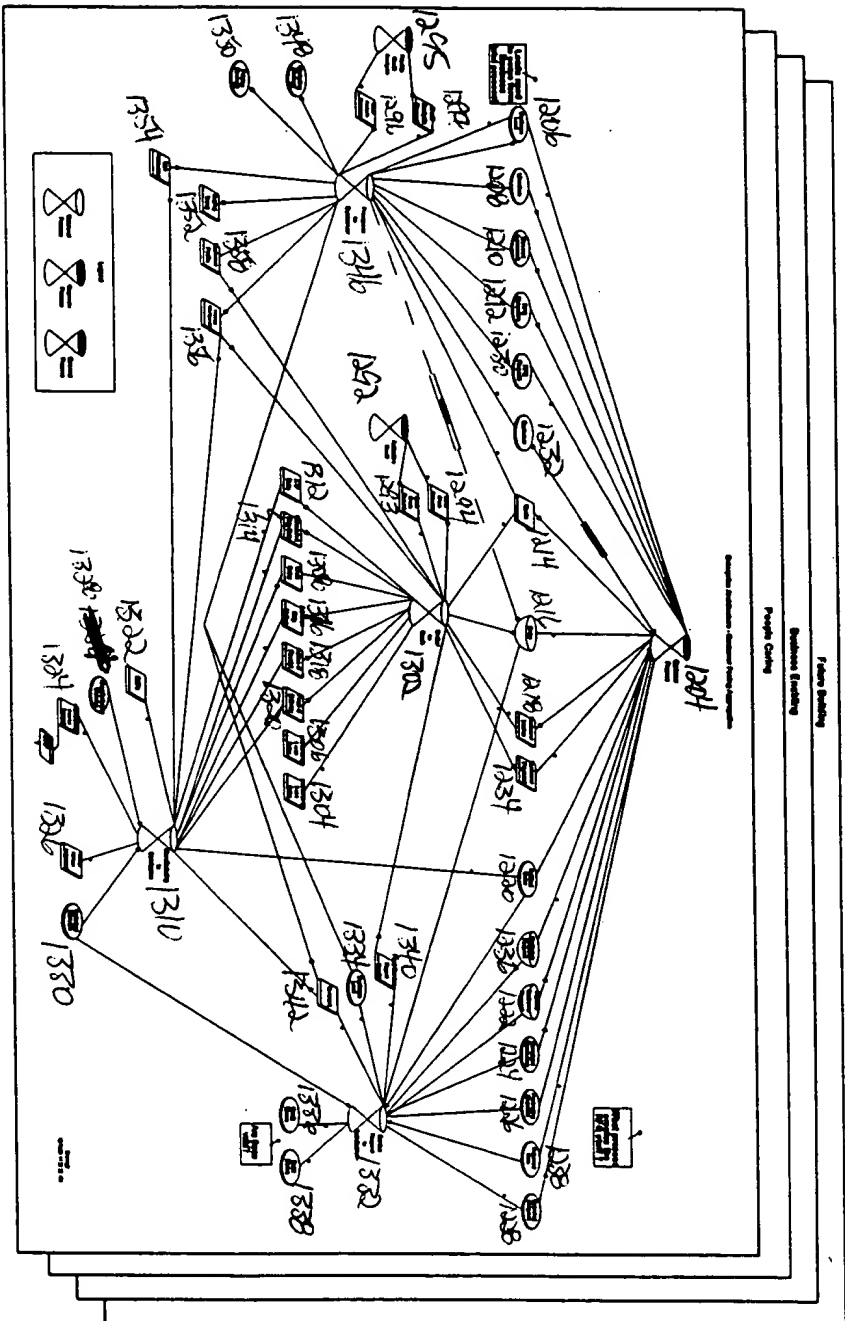
(6). Enterprise Business Framework of Architectures (Strategic Business Models)

(6a). Enterprise Business Frame - Input/Output Aggregate



Enterprise Strategic IT Planning Framework "Tower"

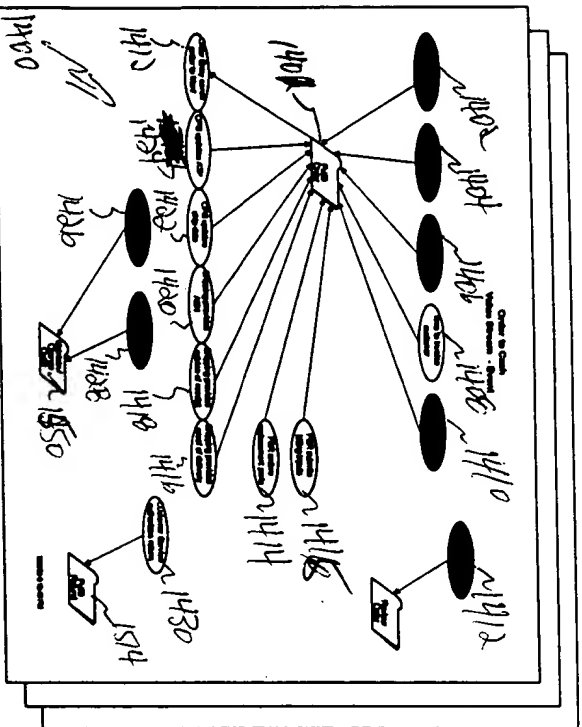
# (6b). Enterprise Business Value Stream Aggregates



## Business Value Stream Aggregates:

- Customer Facing
- People Enabling
- Business Enabling
- Future Building

(6c). Value Stream Event Models (One for each Value Stream )

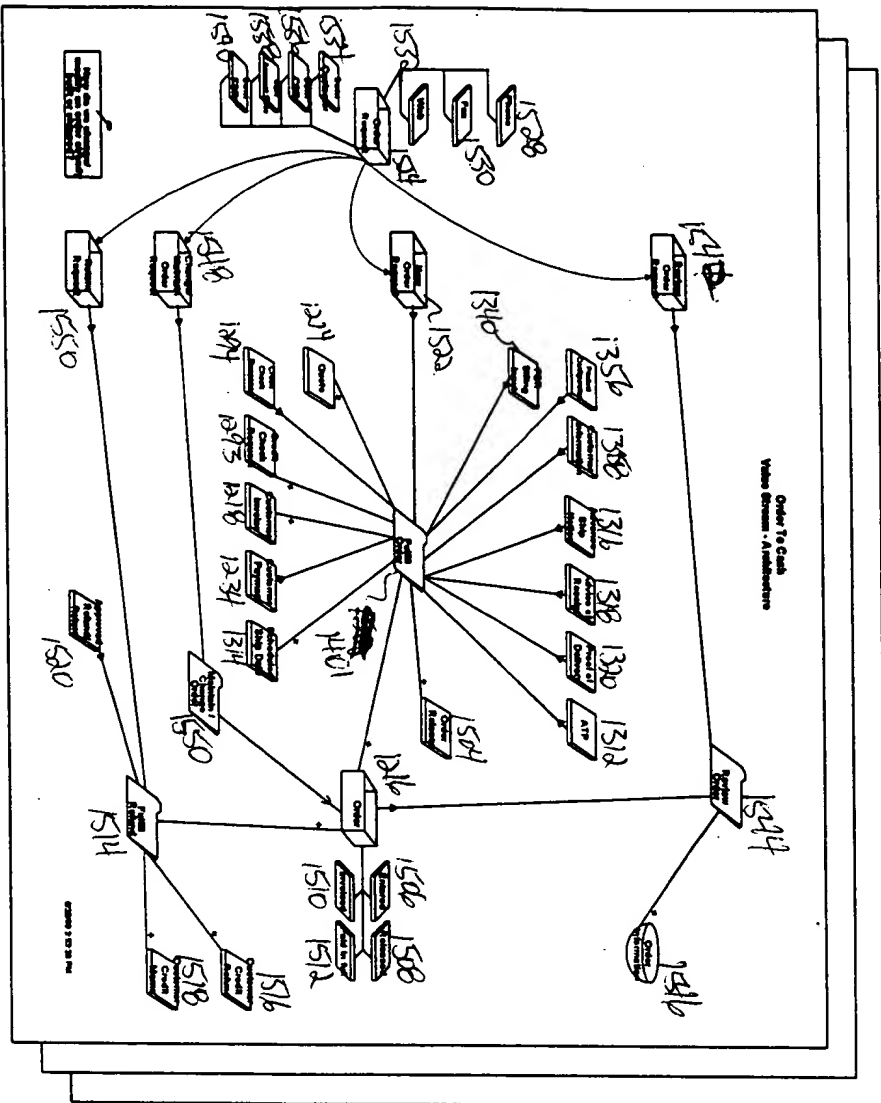


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Value Stream Event Metrics (One Matrix for each Value Stream)

Customer/prospect contact web site	1,032	2,065	3,098	4,131	5,164	6,197	7,230	8,263	9,296	10,329	11,362	12,395	13,428	14,461	15,494	16,527	17,560	18,593	19,626	20,659	21,692	22,725	23,758	24,791	25,824	26,857	27,890	28,923	29,956	30,989	32,022	33,055	34,088	35,121	36,154	37,187	38,220	39,253	40,286	41,319	42,352	43,385	44,418	45,451	46,484	47,517	48,550	49,583	50,616	51,649	52,682	53,715	54,748	55,781	56,814	57,847	58,880	59,913	60,946	61,979	62,012	63,045	64,078	65,111	66,144	67,177	68,210	69,243	70,276	71,309	72,342	73,375	74,408	75,441	76,474	77,507	78,540	79,573	80,606	81,639	82,672	83,705	84,738	85,771	86,804	87,837	88,870	89,903	90,936	91,969	92,002	93,035	94,068	95,101	96,134	97,167	98,200	99,233	100,266	101,299	102,332	103,365	104,398	105,431	106,464	107,497	108,530	109,563	110,596	111,629	112,662	113,695	114,728	115,761	116,794	117,827	118,860	119,893	120,926	121,959	122,992	123,025	124,058	125,091	126,124	127,157	128,190	129,223	130,256	131,289	132,322	133,355	134,388	135,421	136,454	137,487	138,520	139,553	140,586	141,619	142,652	143,685	144,718	145,751	146,784	147,817	148,850	149,883	150,916	151,949	152,982	153,015	154,048	155,081	156,114	157,147	158,180	159,213	160,246	161,279	162,312	163,345	164,378	165,411	166,444	167,477	168,510	169,543	170,576	171,609	172,642	173,675	174,708	175,741	176,774	177,807	178,840	179,873	180,906	181,939	182,972	183,005	184,038	185,071	186,104	187,137	188,170	189,203	190,236	191,269	192,302	193,335	194,368	195,401	196,434	197,467	198,500	199,533	200,566	201,599	202,632	203,665	204,698	205,731	206,764	207,797	208,830	209,863	210,896	211,929	212,962	213,995	214,028	215,061	216,094	217,127	218,160	219,193	220,226	221,259	222,292	223,325	224,358	225,391	226,424	227,457	228,490	229,523	230,556	231,589	232,622	233,655	234,688	235,721	236,754	237,787	238,820	239,853	240,886	241,919	242,952	243,985	244,018	245,051	246,084	247,117	248,150	249,183	250,216	251,249	252,282	253,315	254,348	255,381	256,414	257,447	258,480	259,513	260,546	261,579	262,612	263,645	264,678	265,711	266,744	267,777	268,810	269,843	270,876	271,909	272,942	273,975	274,008	275,041	276,074	277,107	278,140	279,173	280,206	281,239	282,272	283,305	284,338	285,371	286,404	287,437	288,470	289,503	290,536	291,569	292,602	293,635	294,668	295,701	296,734	297,767	298,800	299,833	300,866	301,899	302,932	303,965	304,998	305,031	306,064	307,097	308,130	309,163	310,196	311,229	312,262	313,295	314,328	315,361	316,394	317,427	318,460	319,493	320,526	321,559	322,592	323,625	324,658	325,691	326,724	327,757	328,790	329,823	330,856	331,889	332,922	333,955	334,988	335,021	336,054	337,087	338,120	339,153	340,186	341,219	342,252	343,285	344,318	345,351	346,384	347,417	348,450	349,483	350,516	351,549	352,582	353,615	354,648	355,681	356,714	357,747	358,780	359,813	360,846	361,879	362,912	363,945	364,978	365,011	366,044	367,077	368,110	369,143	370,176	371,209	372,242	373,275	374,308	375,341	376,374	377,407	378,440	379,473	380,506	381,539	382,572	383,605	384,638	385,671	386,704	387,737	388,770	389,803	390,836	391,869	392,902	393,935	394,968	395,001	396,034	397,067	398,100	399,133	400,166	401,199	402,232	403,265	404,298	405,331	406,364	407,397	408,430	409,463	410,496	411,529	412,562	413,595	414,628	415,661	416,694	417,727	418,760	419,793	420,826	421,859	422,892	423,925	424,958	425,991	426,024	427,057	428,090	429,123	430,156	431,189	432,222	433,255	434,288	435,321	436,354	437,387	438,420	439,453	440,486	441,519	442,552	443,585	444,618	445,651	446,684	447,717	448,750	449,783	450,816	451,849	452,882	453,915	454,948	455,981	456,014	457,047	458,080	459,113	460,146	461,179	462,212	463,245	464,278	465,311	466,344	467,377	468,410	469,443	470,476	471,509	472,542	473,575	474,608	475,641	476,674	477,707	478,740	479,773	480,806	481,839	482,872	483,905	484,938	485,971	486,004	487,037	488,070	489,103	490,136	491,169	492,202	493,235	494,268	495,301	496,334	497,367	498,400	499,433	500,466	501,499	502,532	503,565	504,598	505,631	506,664	507,697	508,730	509,763	510,796	511,829	512,862	513,895	514,928	515,961	516,994	517,027	518,060	519,093	520,126	521,159	522,192	523,225	524,258	525,291	526,324	527,357	528,390	529,423	530,456	531,489	532,522	533,555	534,588	535,621	536,654	537,687	538,720	539,753	540,786	541,819	542,852	543,885	544,918	545,951	546,984	547,017	548,050	549,083	550,116	551,149	552,182	553,215	554,248	555,281	556,314	557,347	558,380	559,413	560,446	561,479	562,512	563,545	564,578	565,611	566,644	567,677	568,710	569,743	570,776	571,809	572,842	573,875	574,908	575,941	576,974	577,007	578,040	579,073	580,106	581,139	582,172	583,205	584,238	585,271	586,304	587,337	588,370	589,403	590,436	591,469	592,502	593,535	594,568	595,601	596,634	597,667	598,700	599,733	600,766	601,799	602,832	603,865	604,898	605,931	606,964	607,997	608,030	609,063	610,096	611,129	612,162	613,195	614,228	615,261	616,294	617,327	618,360	619,393	620,426	621,459	622,492	623,525	624,558	625,591	626,624	627,657	628,690	629,723	630,756	631,789	632,822	633,855	634,888	635,921	636,954	637,987	638,020	639,053	640,086	641,119	642,152	643,185	644,218	645,251	646,284	647,317	648,350	649,383	650,416	651,449	652,482	653,515	654,548	655,581	656,614	657,647	658,680	659,713	660,746	661,779	662,812	663,845	664,878	665,911	666,944	667,977	668,010	669,043	670,076	671,109	672,142	673,175	674,208	675,241	676,274	677,307	678,340	679,373	680,406	681,439	682,472	683,505	684,538	685,571	686,604	687,637	688,670	689,703	690,736	691,769	692,802	693,835	694,868	695,901	696,934	697,967	698,000	699,033	700,066	701,099	702,132	703,165	704,198	705,231	706,264	707,297	708,330	709,363	710,396	711,429	712,462	713,495	714,528	715,561	716,594	717,627	718,660	719,693	720,726	721,759	722,792	723,825	724,858	725,891	726,924	727,957	728,990	729,023	730,056	731,089	732,122	733,155	734,188	735,221	736,254	737,287	738,320	739,353	740,386	741,419	742,452	743,485	744,518	745,551	746,584	747,617	748,650	749,683	750,716	751,749	752,782	753,815	754,848	755,881	756,914	757,947	758,980	759,013	760,046	761,079	762,112	763,145	764,178	765,211	766,244	767,277	768,310	769,343	770,376	771,409	772,442	773,475	774,508	775,541	776,574	777,607	778,640	779,673	780,706	781,739	782,772	783,805	784,838	785,871	786,904	787,937	788,970	789,003	790,036	791,069	792,102	793,135	794,168	795,201	796,234	797,267	798,300	799,333	800,366	801,399	802,432	803,465	804,498	805,531	806,564	807,597	808,630	809,663	810,696	811,729	812,762	813,795	814,828	815,861	816,894	817,927	818,960	819,993	820,026	821,059	822,092	823,125	824,158	825,191	826,224	827,257	828,290	829,323	830,356	831,389	832,422	833,455	834,488	835,521	836,554	837,587	838,620	839,653	840,686	841,719	842,752	843,785	844,818	845,851	846,884	847,917	848,950	849,983	850,016	851,049	852,082	853,115	854,148	855,181	856,214	857,247	858,280	859,313	860,346	861,379	862,412	863,445	864,478	865,511	866,544	867,577	868,610	869,643	870,676	871,709	872,742	873,775	874,808	875,841	876,874	877,907	878,940	879,973	880,006	881,039	882,072	883,105	884,138	885,171	886,204	887,237	888,270	889,303	890,336	891,369	892,402	893,435	894,468	895,501	896,534	897,567	898,600	899,633	900,666	901,699	902,732	903,765	904,798	905,831	906,864	907,897	908,930	909,963	910,996	911,029	912,062	913,095	914,128	915,161	916,194	917,227	918,260	919,293	920,326	921,359	922,392	923,425	924,458	925,491	926,524	927,557	928,590	929,623	930,656	931,689	932,722	933,755	934,788	935,821	936,854	937,887	938,920	939,953	940,986	941,019	942,052	943,085	944,118	945,151	946,184	947,217	948,250	949,283	950,316	951,349	952,382	953,415	954,448	955,481	956,514	957,547	958,580	959,613	960,646	961,679	962,712	963,745	964,778	965,811	966,844	967,877	968,910	969,943	970,976	971,009	972,042	973,075	974,108	975,141	976,174	977,207	978,240	979,273	980,306	981,339	982,372	983,405	984,438	985,471	986,504	987,537	988,570	989,603	990,636	991,669	992,702	993,735	994,768	995,801	996,834	997,867	998,900	999,933	1000,966	1001,999	1002,032	1003,065	1004,098	1005,131	1006,164	1007,197	1008,230	1009,263	1010,296	1011,329	1012,362	1013,395	1014,428	1015,461	1016,494	1017,527	1018,560	1019,593	1020,626	1021,659	1022,692	1023,725	1024,758	1025,791	1026,824	1027,857	1028,890	1029,923	1030,956	1031,989	1032,022	1033,055	1034,088	1035,121	1036,154	1037,187	1038
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**(6d). Process Architectures (One for each Value Stream )**



<b>Future Building</b>	<b>Insight to Strategy</b>
	Vision to Engineered Enterprise
	Discovery to Proven Capability
	Plan to Business Results
	Relationship to Partnership
<b>Customer Facing</b>	<b>Prospect to Customer</b>
	Order to Cash
	Manufacturing to Distribution
	Service to Delivery
<b>Business Enabling</b>	<b>Forecast to Plan</b>
	Requisition to Payables
	Acquisition to Obsolescence
	Financial Close to Reporting
	Resource Expectation to Predictable Results
	Policy to Compliance
	Arbitration to Settlement
<b>People Caring</b>	<b>Awareness to Prevention</b>
	Recruitment to Retirement

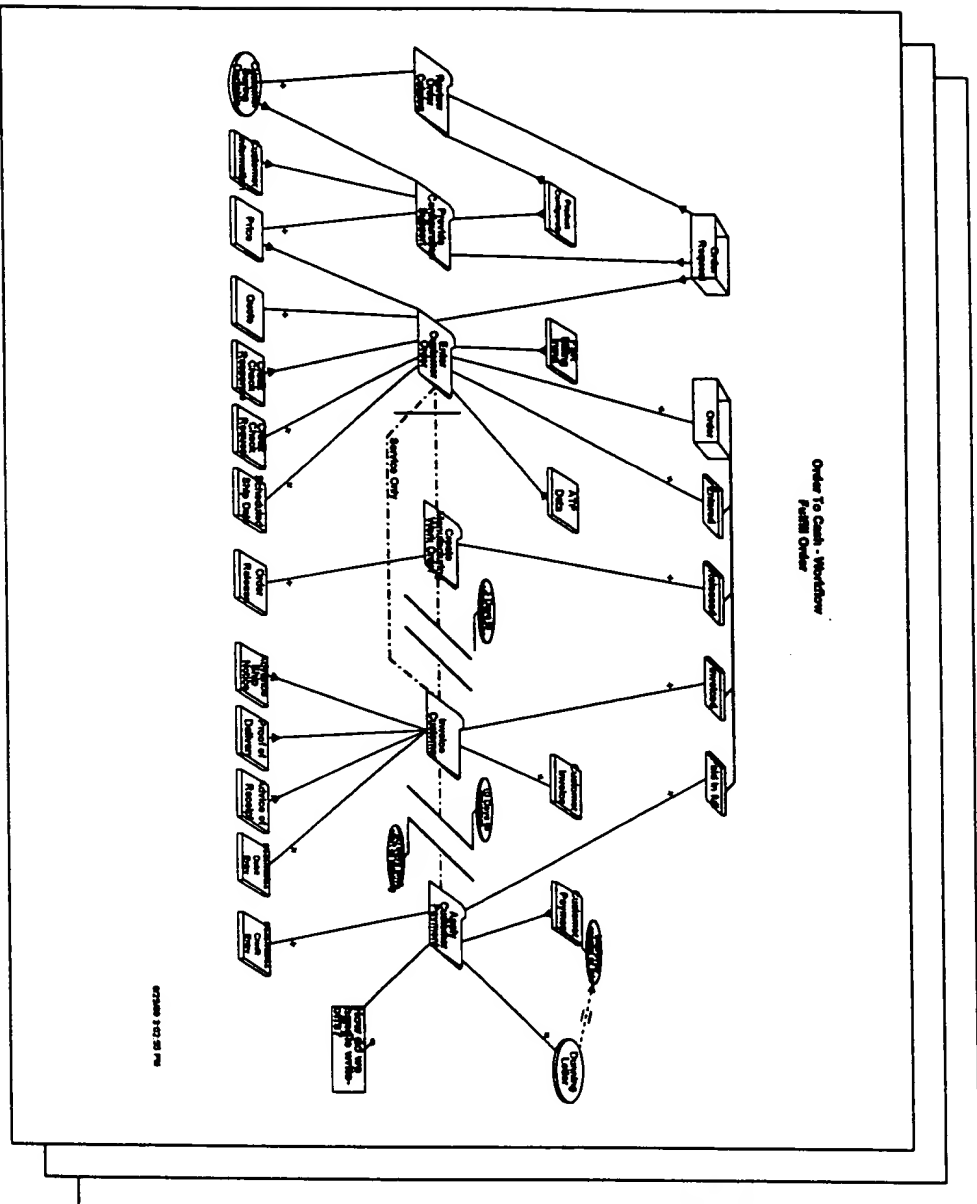
Fig. 15

1990 1991 1992 1993 1994 1995 1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024 2025 2026 2027 2028 2029 2030 2031 2032 2033 2034 2035 2036 2037 2038 2039 2040 2041 2042 2043 2044 2045 2046 2047 2048 2049 2050 2051 2052 2053 2054 2055 2056 2057 2058 2059 2060 2061 2062 2063 2064 2065 2066 2067 2068 2069 2070 2071 2072 2073 2074 2075 2076 2077 2078 2079 2080 2081 2082 2083 2084 2085 2086 2087 2088 2089 2090 2091 2092 2093 2094 2095 2096 2097 2098 2099 2100 2101 2102 2103 2104 2105 2106 2107 2108 2109 2110 2111 2112 2113 2114 2115 2116 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 2129 2130 2131 2132 2133 2134 2135 2136 2137 2138 2139 2140 2141 2142 2143 2144 2145 2146 2147 2148 2149 2150 2151 2152 2153 2154 2155 2156 2157 2158 2159 2160 2161 2162 2163 2164 2165 2166 2167 2168 2169 2170 2171 2172 2173 2174 2175 2176 2177 2178 2179 2180 2181 2182 2183 2184 2185 2186 2187 2188 2189 2190 2191 2192 2193 2194 2195 2196 2197 2198 2199 2200 2201 2202 2203 2204 2205 2206 2207 2208 2209 2210 2211 2212 2213 2214 2215 2216 2217 2218 2219 2220 2221 2222 2223 2224 2225 2226 2227 2228 2229 2230 2231 2232 2233 2234 2235 2236 2237 2238 2239 2240 2241 2242 2243 2244 2245 2246 2247 2248 2249 2250 2251 2252 2253 2254 2255 2256 2257 2258 2259 2260 2261 2262 2263 2264 2265 2266 2267 2268 2269 2270 2271 2272 2273 2274 2275 2276 2277 2278 2279 2280 2281 2282 2283 2284 2285 2286 2287 2288 2289 2290 2291 2292 2293 2294 2295 2296 2297 2298 2299 2300 2301 2302 2303 2304 2305 2306 2307 2308 2309 2310 2311 2312 2313 2314 2315 2316 2317 2318 2319 2320 2321 2322 2323 2324 2325 2326 2327 2328 2329 2330 2331 2332 2333 2334 2335 2336 2337 2338 2339 2340 2341 2342 2343 2344 2345 2346 2347 2348 2349 2350 2351 2352 2353 2354 2355 2356 2357 2358 2359 2360 2361 2362 2363 2364 2365 2366 2367 2368 2369 2370 2371 2372 2373 2374 2375 2376 2377 2378 2379 2380 2381 2382 2383 2384 2385 2386 2387 2388 2389 2390 2391 2392 2393 2394 2395 2396 2397 2398 2399 2400 2401 2402 2403 2404 2405 2406 2407 2408 2409 2410 2411 2412 2413 2414 2415 2416 2417 2418 2419 2420 2421 2422 2423 2424 2425 2426 2427 2428 2429 2430 2431 2432 2433 2434 2435 2436 2437 2438 2439 2440 2441 2442 2443 2444 2445 2446 2447 2448 2449 2450 2451 2452 2453 2454 2455 2456 2457 2458 2459 2460 2461 2462 2463 2464 2465 2466 2467 2468 2469 2470 2471 2472 2473 2474 2475 2476 2477 2478 2479 2480 2481 2482 2483 2484 2485 2486 2487 2488 2489 2490 2491 2492 2493 2494 2495 2496 2497 2498 2499 2500 2501 2502 2503 2504 2505 2506 2507 2508 2509 2510 2511 2512 2513 2514 2515 2516 2517 2518 2519 2520 2521 2522 2523 2524 2525 2526 2527 2528 2529 2530 2531 2532 2533 2534 2535 2536 2537 2538 2539 2540 2541 2542 2543 2544 2545 2546 2547 2548 2549 2550 2551 2552 2553 2554 2555 2556 2557 2558 2559 2560 2561 2562 2563 2564 2565 2566 2567 2568 2569 2570 2571 2572 2573 2574 2575 2576 2577 2578 2579 2580 2581 2582 2583 2584 2585 2586 2587 2588 2589 2590 2591 2592 2593 2594 2595 2596 2597 2598 2599 2600 2601 2602 2603 2604 2605 2606 2607 2608 2609 2610 2611 2612 2613 2614 2615 2616 2617 2618 2619 2620 2621 2622 2623 2624 2625 2626 2627 2628 2629 2630 2631 2632 2633 2634 2635 2636 2637 2638 2639 2640 2641 2642 2643 2644 2645 2646 2647 2648 2649 2650 2651 2652 2653 2654 2655 2656 2657 2658 2659 2660 2661 2662 2663 2664 2665 2666 2667 2668 2669 2670 2671 2672 2673 2674 2675 2676 2677 2678 2679 2680 2681 2682 2683 2684 2685 2686 2687 2688 2689 2690 2691 2692 2693 2694 2695 2696 2697 2698 2699 2700 2701 2702 2703 2704 2705 2706 2707 2708 2709 2710 2711 2712 2713 2714 2715 2716 2717 2718 2719 2720 2721 2722 2723 2724 2725 2726 2727 2728 2729 2730 2731 2732 2733 2734 2735 2736 2737 2738 2739 2740 2741 2742 2743 2744 2745 2746 2747 2748 2749 2750 2751 2752 2753 2754 2755 2756 2757 2758 2759 2760 2761 2762 2763 2764 2765 2766 2767 2768 2769 2770 2771 2772 2773 2774 2775 2776 2777 2778 2779 2780 2781 2782 2783 2784 2785 2786 2787 2788 2789 2790 2791 2792 2793 2794 2795 2796 2797 2798 2799 2800 2801 2802 2803 2804 2805 2806 2807 2





(6f). Process Workflow Scenarios (Workflow Scenario(s) from each Value Stream)



- Workflow Scenarios for Order-to-Cash**
- Fulfill Order
  - Review Order
  - Fulfill Refund
  - Maintain/Change Order

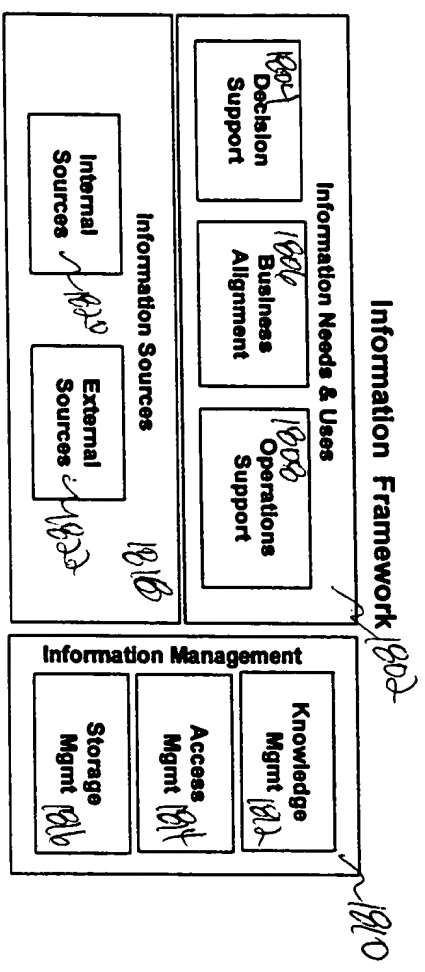
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# Information Architecture

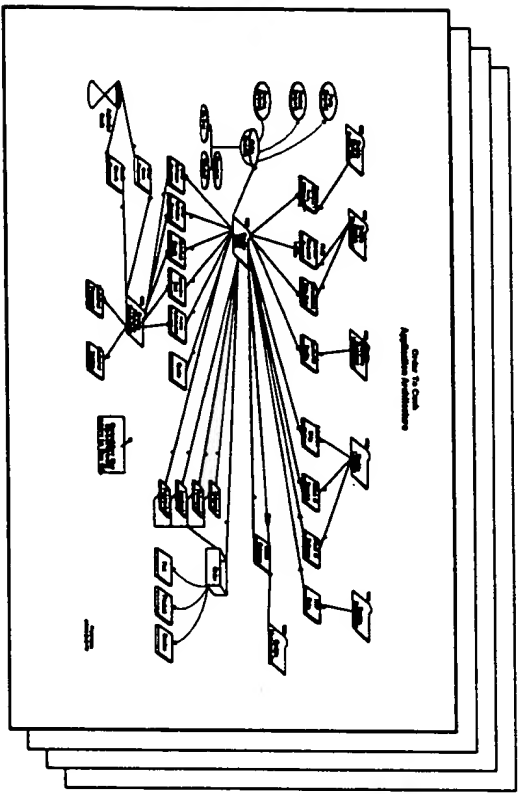
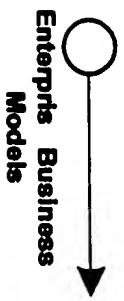
(7).

## Information and Data Management Framework and Precepts



(8).

**Integrated Application / Information / Systems Management Architecture**



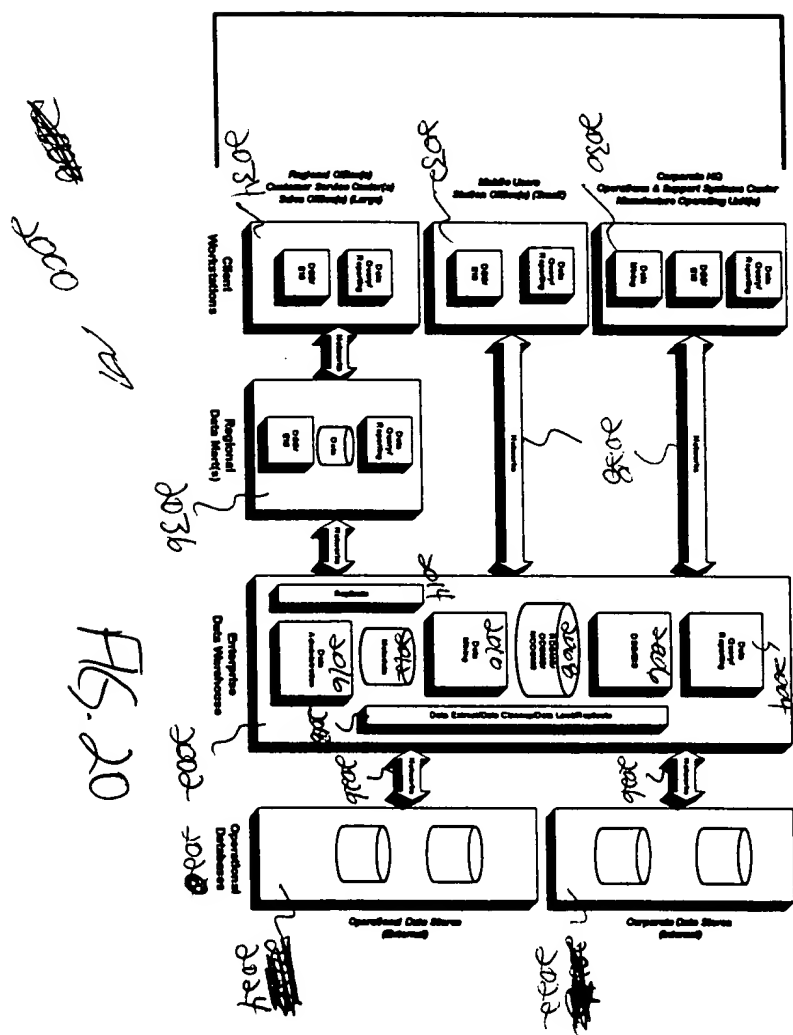
**Business Intelligence Scenari s**  
Profitability Analysis  
Consumer Intelligence  
Operating Efficiency  
etc..

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# (9). Information Architecture (Geo-structural Component View)

- Business Architecture
- Technology Policy
- PIPE
- Logical Location and Geo-Structural Views



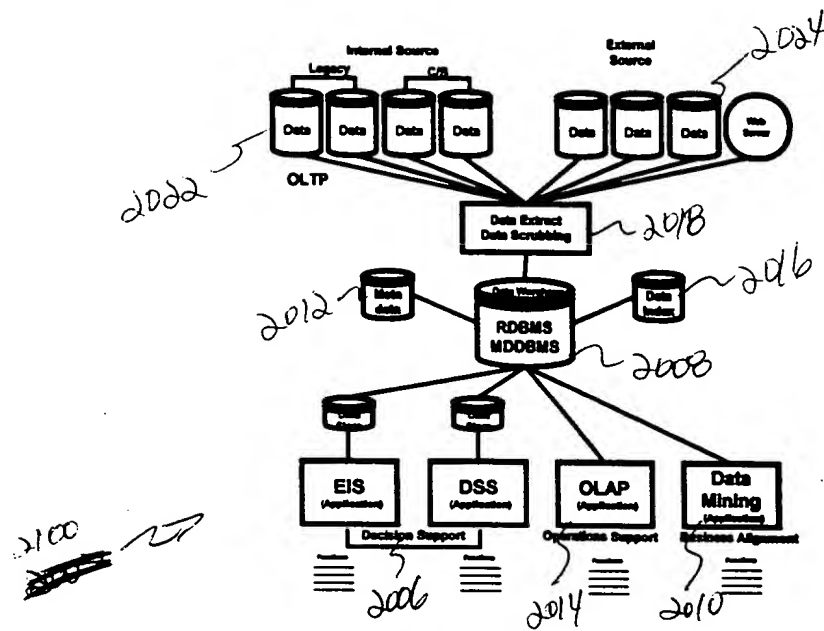


Figure 21: Information and Data Architecture Data Warehouse Framework

# (10). Information Applications Software Portfolio (Integration Matrix)

Enterprise Information / Application / Systems Management Software Portfolio (Integration Matrix)

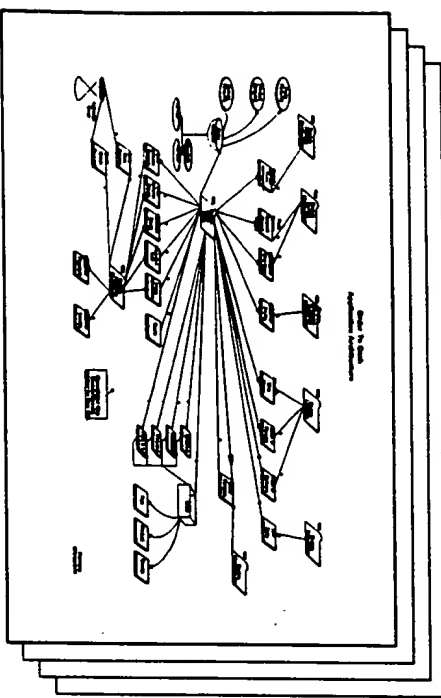
Value Stream / Workflow Scenario	Business Software Applications				Business Intelligence Software Applications				Systems Management Software Applications			
	App1 (Sales)	App2 (P/CO)	App3 (IM)	App4 (OM)	App5 (GIS)	App6 (GIS)	App7 (GIS)	App8 (Data Mining)	App9 (Perf)	App10 (Security)	App11 (Networks)	App12 (Backup)
Order to Cash												
Prospect to Customer												
Policy to Compliance												
etc.												
Profitability Analysis												
Consumer Intelligence												
Operating Efficiency												
etc.												
Self IT Service Expectation												
Monitor IT												
Respond to IT Situation												
etc.												

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(11). Integrated Application / Information / Systems Management Architecture (Value Stream Enablement)

Enterprise Business Models



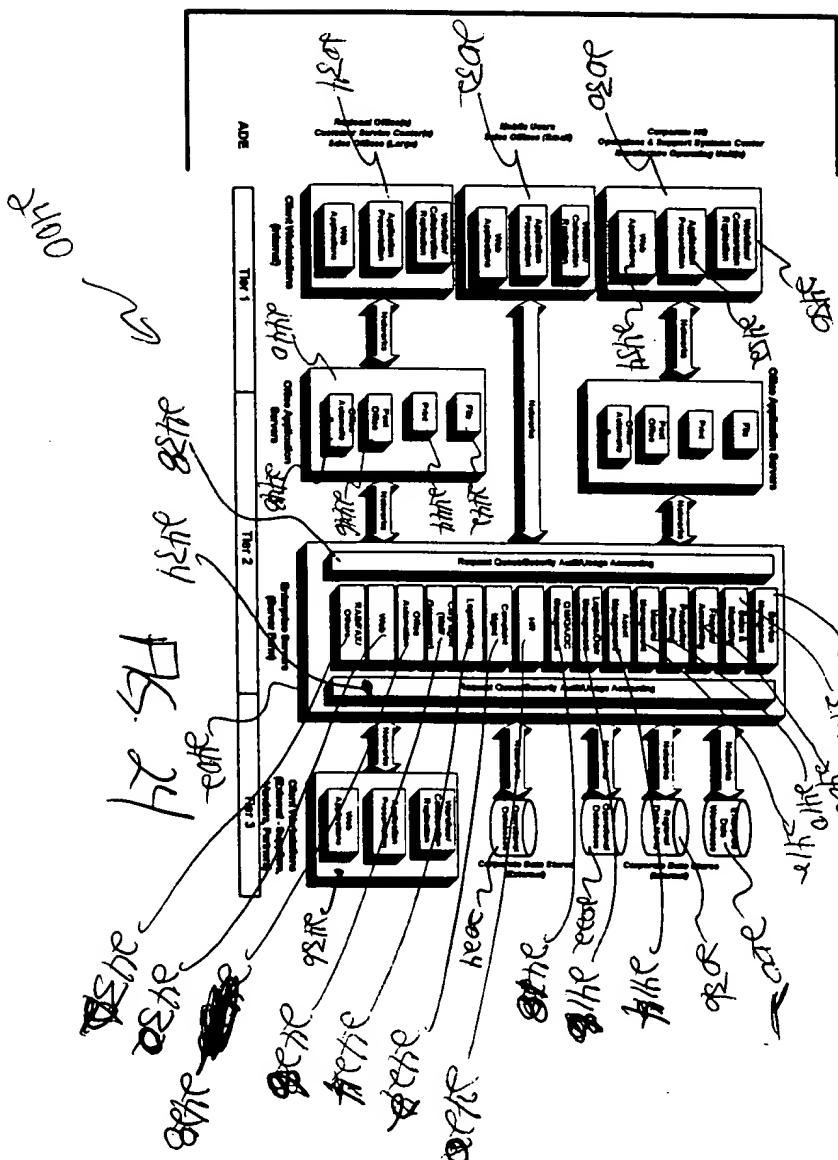
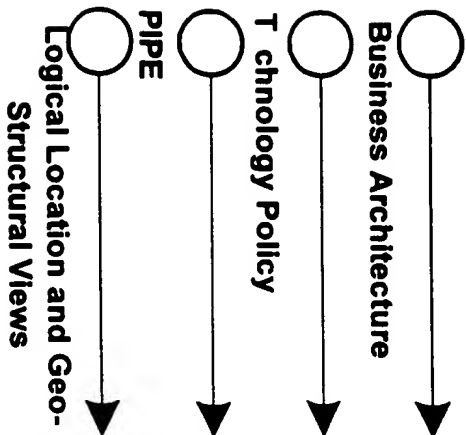
Value Streams Enabled

Future Building	Insight to Society
	Vision to Engendered Enterprise
	Discovery to Proven Capability
	Plan to Business Results
Customer Facing	Relationship to Partnership
	Prospect to Customer
	Order to Cash
	Manufacturing to Distribution
	Service to Delivery
Business Enabling	Forecast to Plan
	Requirement to Payables
	Acquisition to Obsolescence
	Financial Close to Reporting
	Resource Expectation to Predictable Results
	Policy to Compliance
	Arbitration to Settlement
People Caring	Awareness to Prevention
	Recruitment to Retirement

Fig. 23

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# (12). Application Architecture (Geo-structural Component View)





# (13). Enterprise Application Software Portfolio (Integration Matrix)

Enterprise Information / Application / Systems Management Software Portfolio ( Integration Matrix)

Value Streams / Workflow	Business Software Applications				Business Intelligence Software Applications				Systems Management Software Applications			
	App1 (Sales)	App2 (P/CO)	App3 (IM)	App4 (OVI)	App5 (EIS)	App6 (CRS)	App7 (GIS)	App8 (Data Mining)	App9 (Perf)	App10 (Security)	App11 (Networks)	App12 (Backup)
Order to Cash												
Prospect to Customer												
Policy to Compliance												
etc.												
Profitability Analysis												
Customer Intelligence												
Operating Efficiency												
etc.												
Set IT Service Expectation												
Monitor IT												
Respond to IT Situation												
etc.												

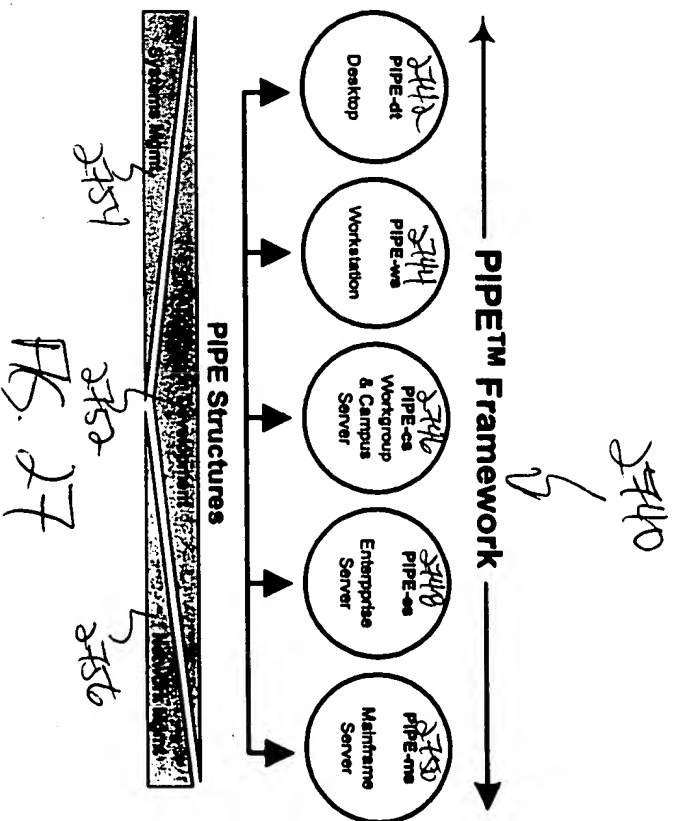
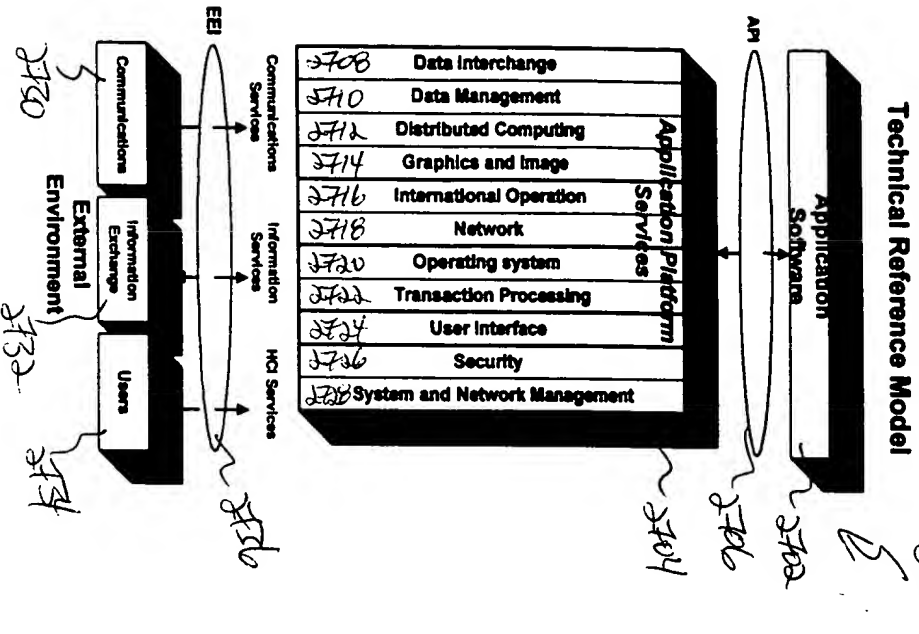
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# Technology Infrastructure Architecture

(14). Standards, Policies, and Governance



Environment Models

Logical Location Model

Value Stream Event Model

Process Architectures

Enterprise Info/App/Sys Mgmt Software Portfolio (Integration Matrix)



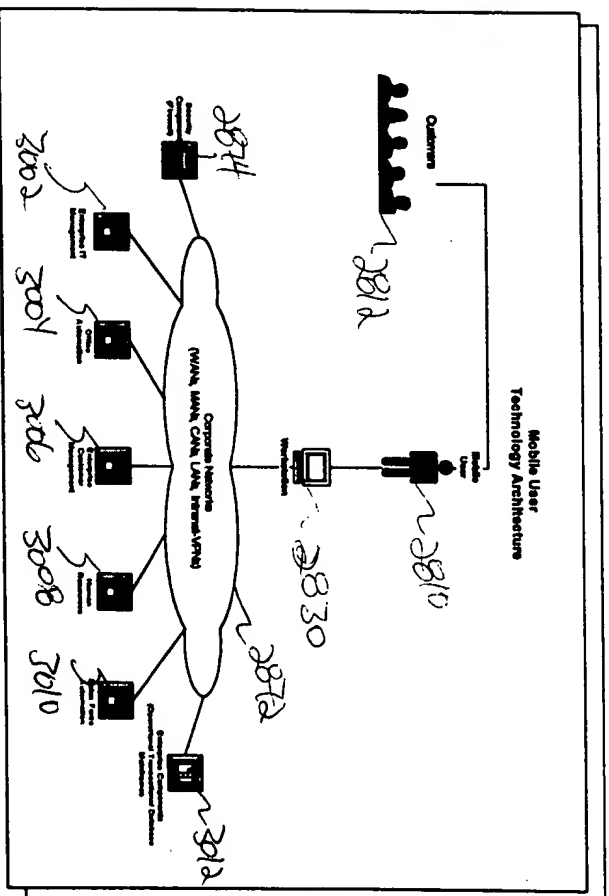
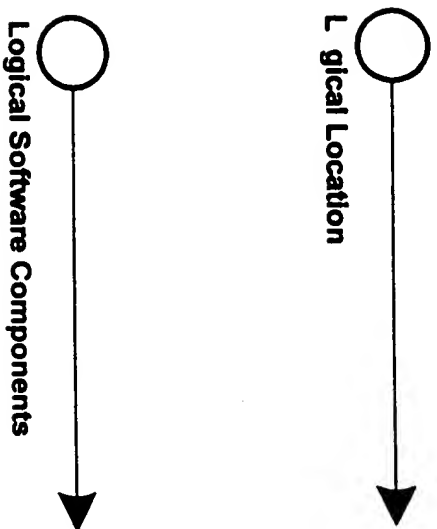
Logistical Software Components	Human Resources	Fleetable	Enterprise Contracting	Enterprise IT Management	Office Automation	Sales Force Automation	Enterprise Customer Management	Operations	Distribution
1 Mobile User	X								
2 Customers									
3 Customer Care Center	X								
7 Warehouses	X								
8 Manufacturing Plants	X								
9 Partners, Providers & Suppliers	X								

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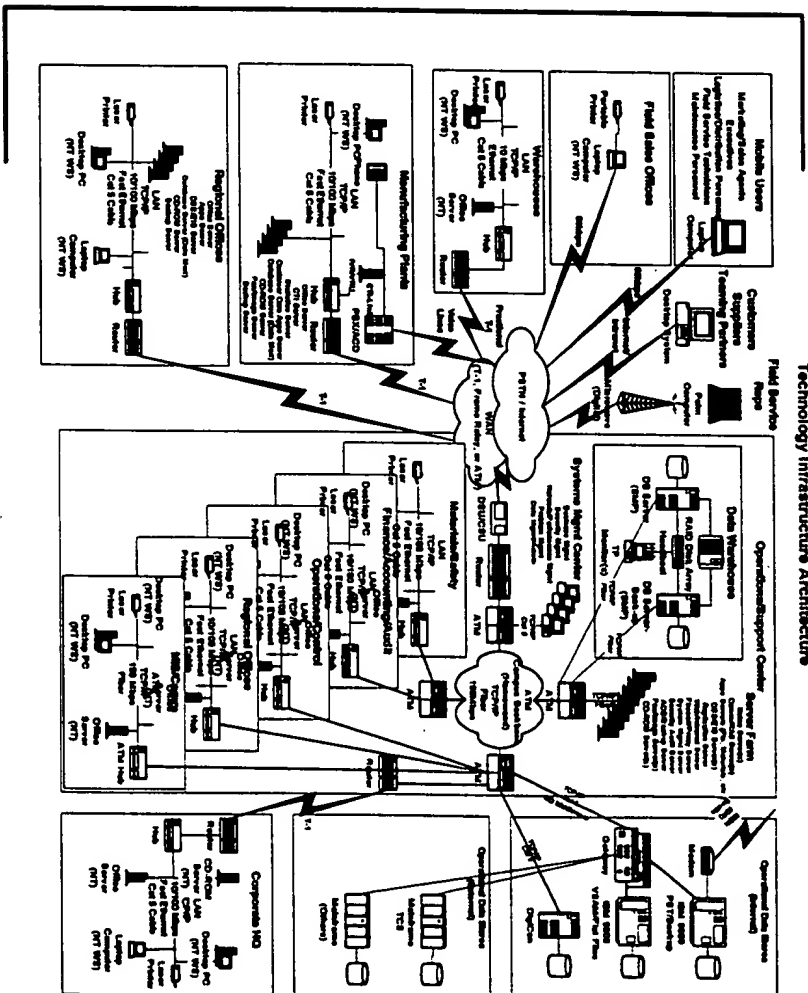
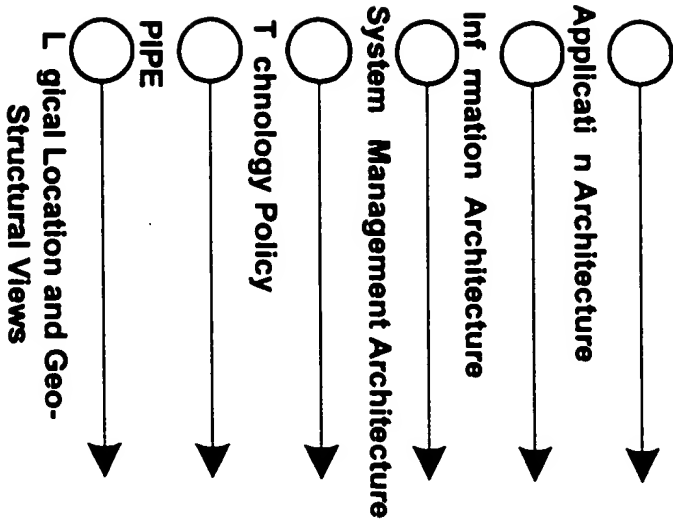
# (15c). Logical Location Software Deployment Schema



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# (16). Technology Infrastructure Architecture (Geo-structural Component View)



[ Platform Requirements and Characteristics  
(Mapped to Geo-Structural Component View) ]

Component	Configuration	Recommendation
Data Warehouse Server(s)	SMP Platforms w/RAID 5	Sequent, HP, SunSPARC, or equivalent
	64-bit processors	
	PCI - SCSI-3 or Fibre Channel	
	OS - UNIX (POSIX)1003.1	
Data Mart(s)	SMP Platform(s) w/RAID 3	HP, Compaq, SunSPARC, or equivalent
	64-bit processors	
	PCI - SCSI-3 or Fibre Channel	
	OS - UNIX (POSIX)1003.1	
Data Administration Platform(s)	64-bit processor(s)	HP, Compaq, SunSPARC, or equivalent
	PCI - SCSI-2 or SCSI-3	
	OS - UNIX (POSIX)1003.1	
TP Monitors	X/Open XA/XA+	Tuxedo, Encina, or equivalent
	X/Open TxRPC	
	OS - UNIX (POSIX)1003.1	

Figure 32: Infrastructure Architecture "Best Practices" Recommendations

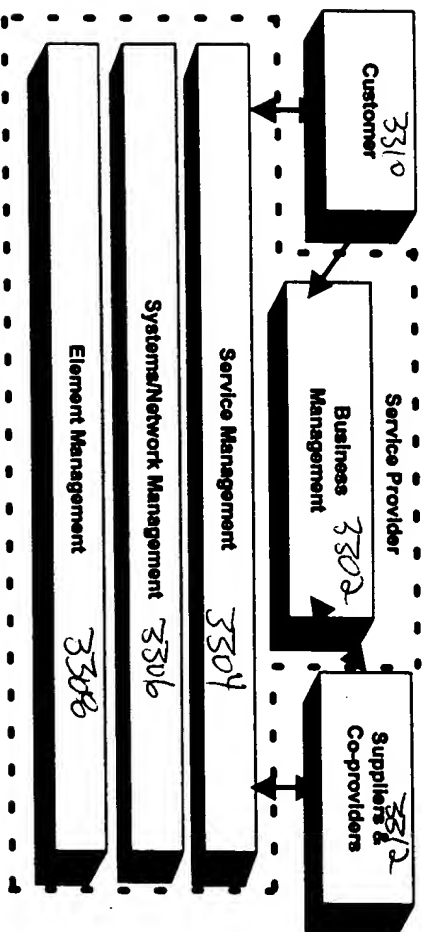
3200



# Enterprise IT Management Framework

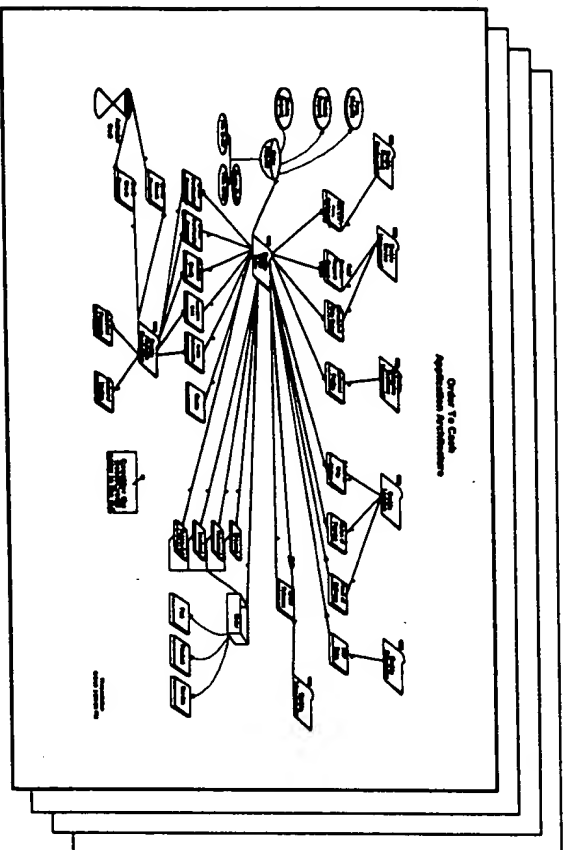
## (17). IT Systems Management Framework

### (17a). ITU-T Systems Management Business Model



3300 ↗ FK. 33

**(17b). Integrated Application / Information / Systems Management Architecture**



**Systems Management Scenarios**  
Set IT Service Expectation  
Monitor IT  
Respond to IT Situations  
Analyze IT Services

FK. 34

Information Architecture

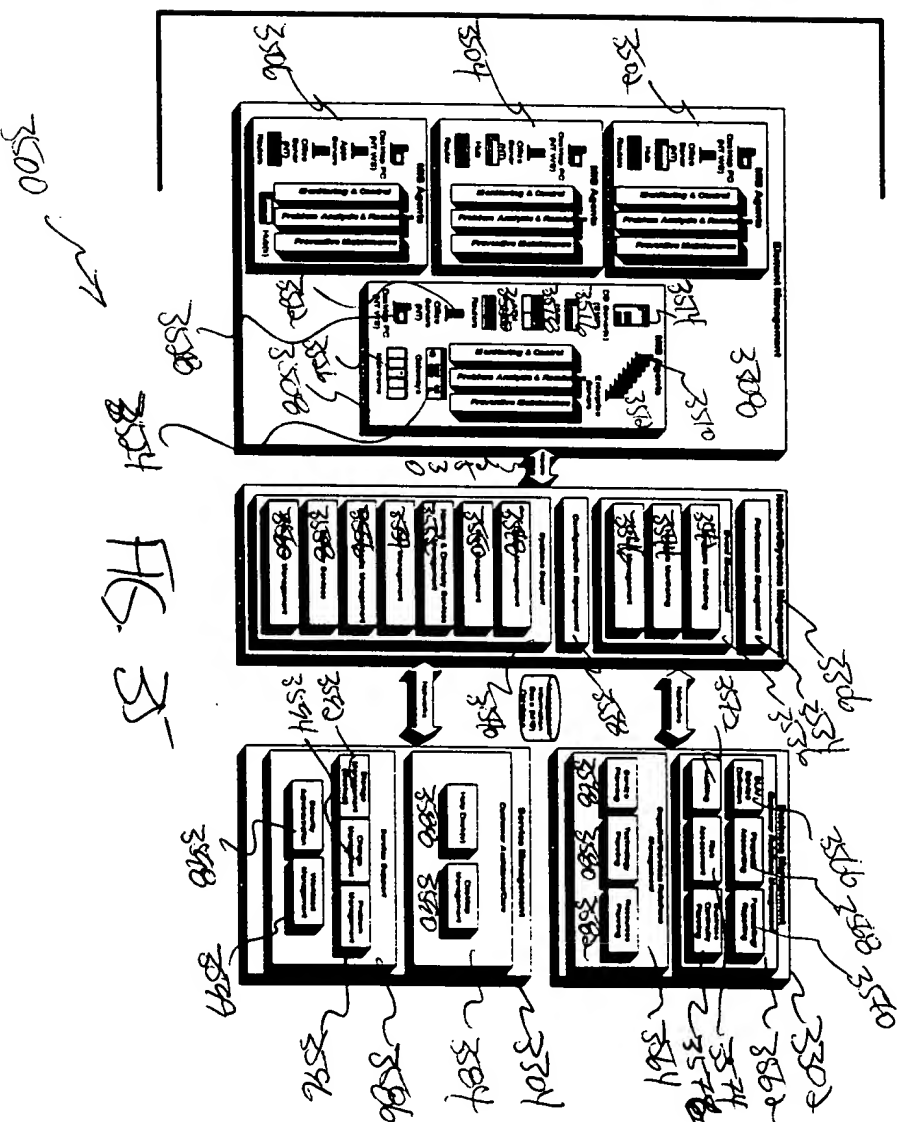
Application Architecture

Infrastructure Architecture

Technology Policy

PIPE

Geographical / Logical View Templates

[illegible]

# (17d. IT Systems Management Application Software Portfolio (Integration Matrix)

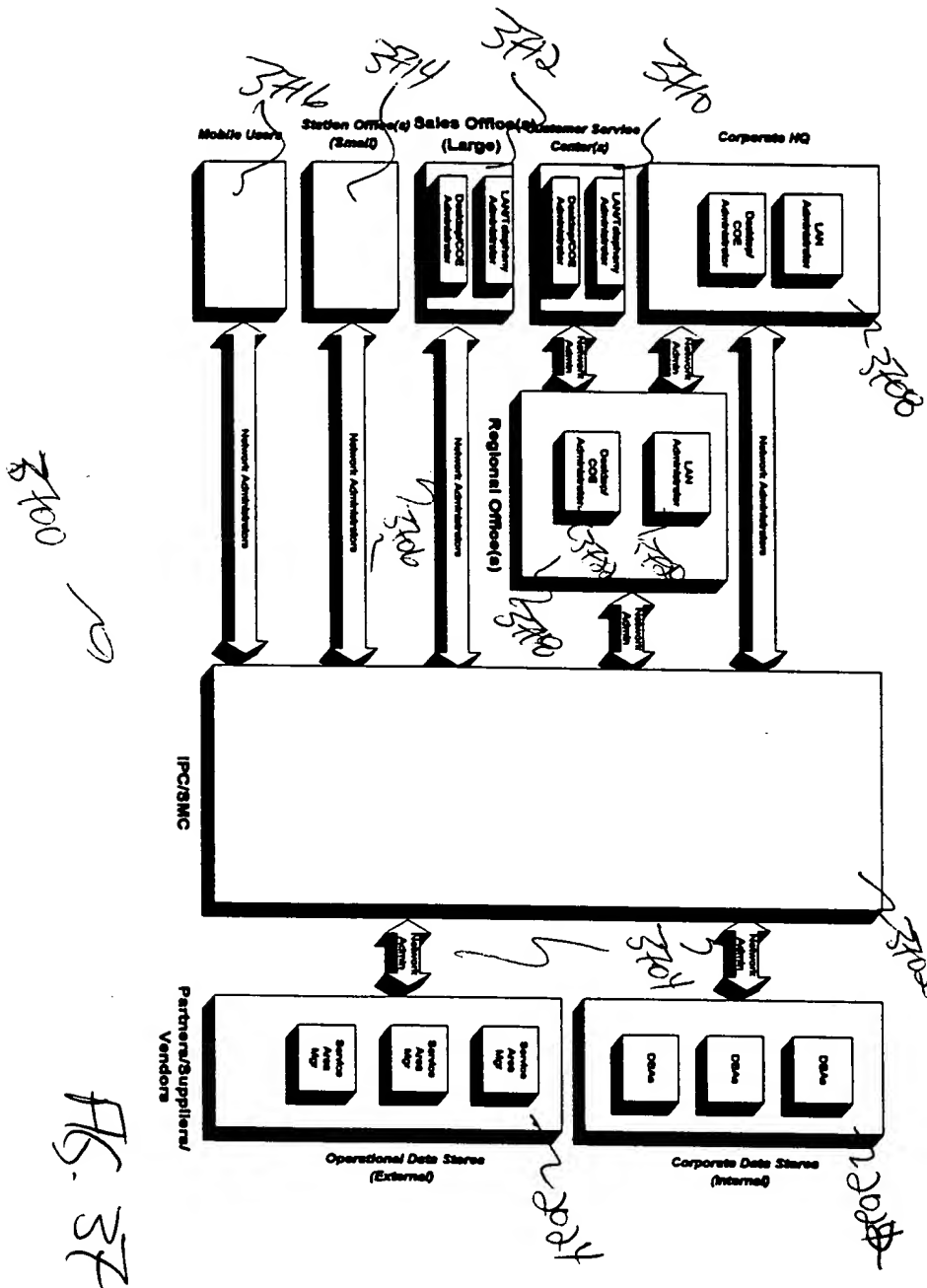
Enterprise Information / Application / Systems Management Software Portfolio ( Integration Matrix)

Value Streams / Workflow Scenarios	Business Software Applications				Business Intelligence Software Applications				Systems Management Software Applications			
	App1 (Sales)	App2 (PRCO)	App3 (IM)	App4 (OW)	App5 (EIS)	App6 (DIS)	App7 (GIS)	App8 (Data Mining)	App9 (Perf)	App10 (Security)	App11 (Networks)	App12 (Backup)
Application Architecture												
Order to Cash												
Prospect to Customer												
Policy to Compliance												
etc.												
Profitability Analysis												
Consumer Intelligence												
Operating Efficiency												
etc.												
Sell IT Service Expectation												
Monitor IT												
Respond to IT Situation												
etc.												

3600 ✓

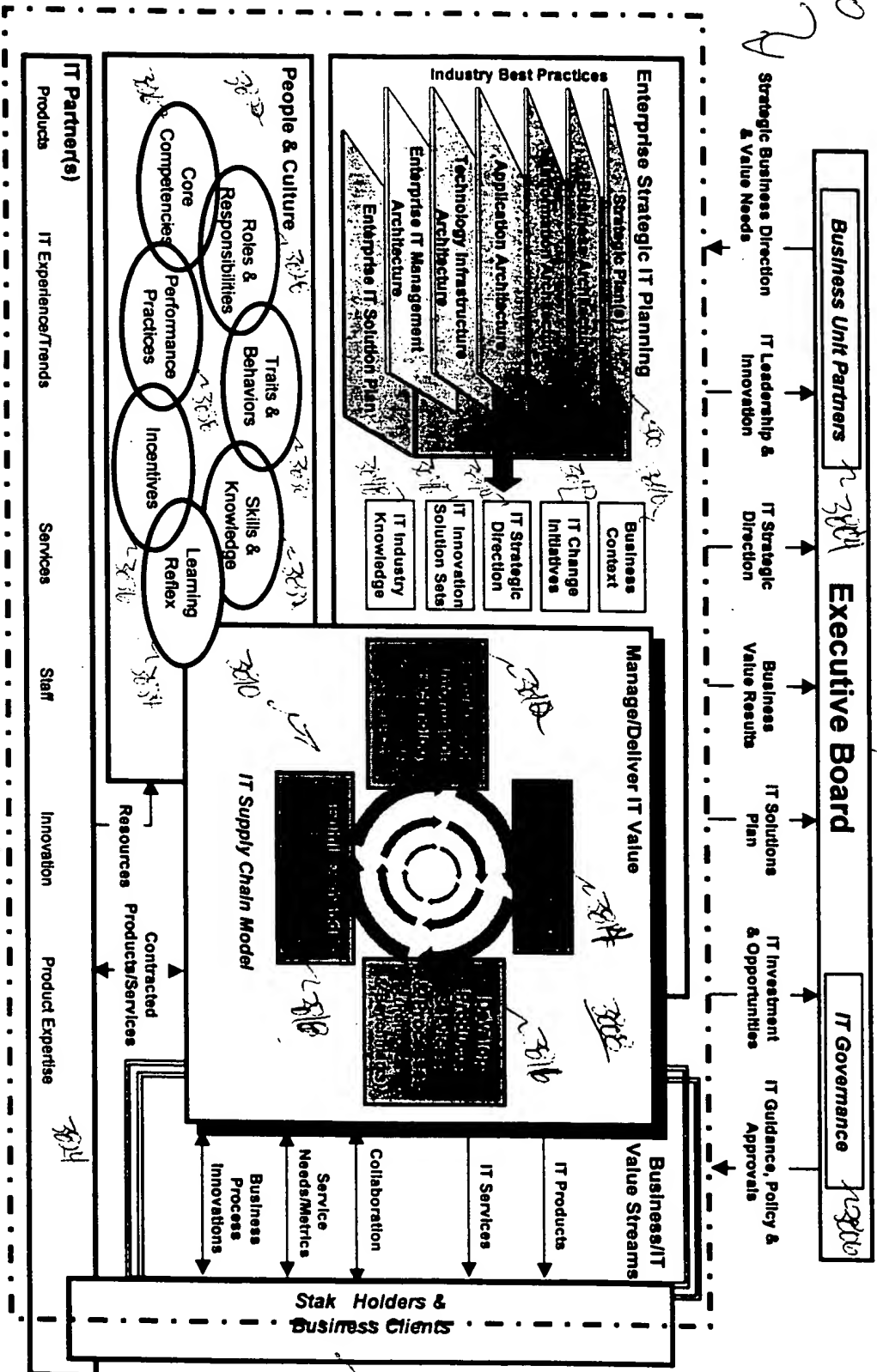
HS. 36

(18). Enterprise IT Management Organizational Framework (Geo-Structural View)



(19). Enterprise IT Management Organizational Framework

CIO Domain



Enterprise Strategic IT Planning Framework "Tower"

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HS.38

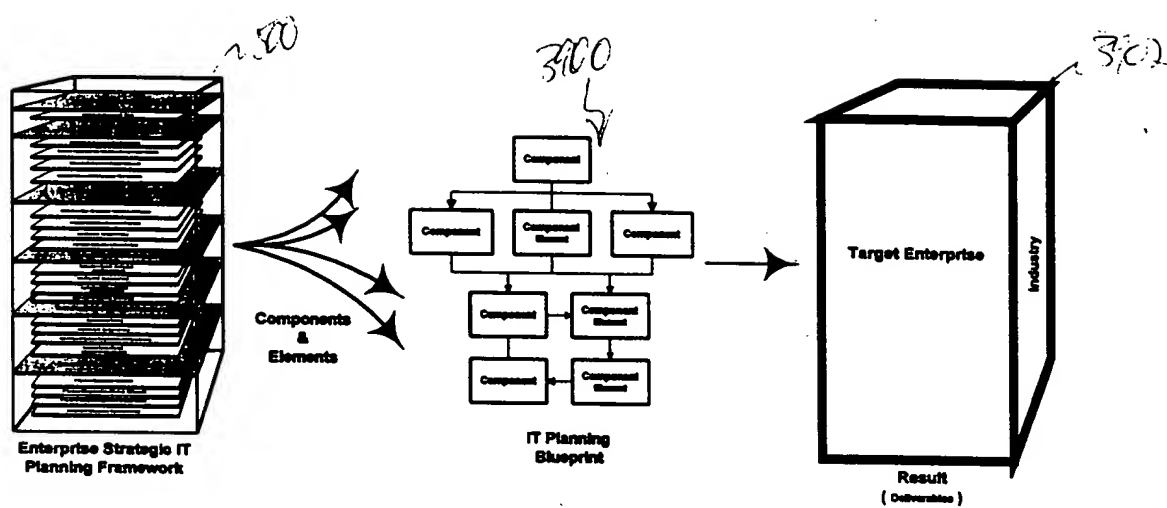


Figure 39: The Framework Blueprint

# Strategic IT Planning (Blueprint)

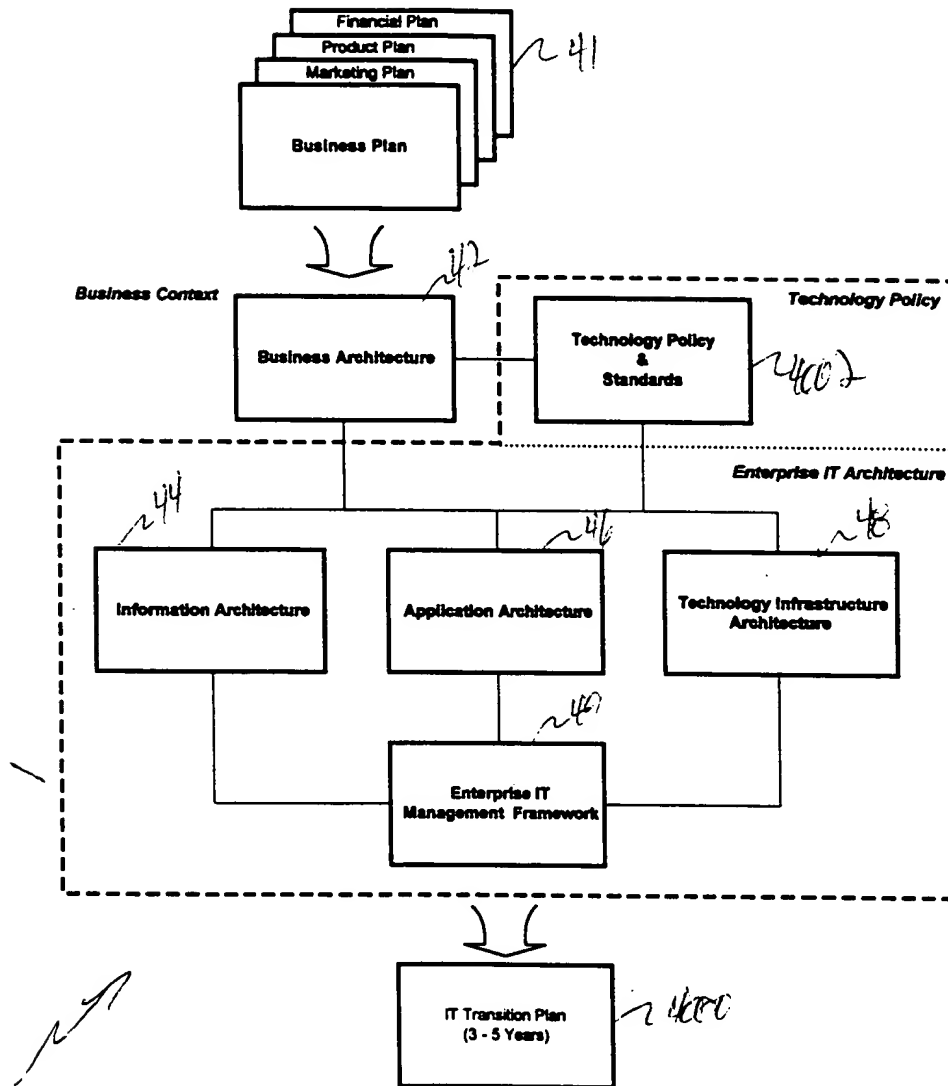


Figure 40: Strategic IT Plan Blueprint



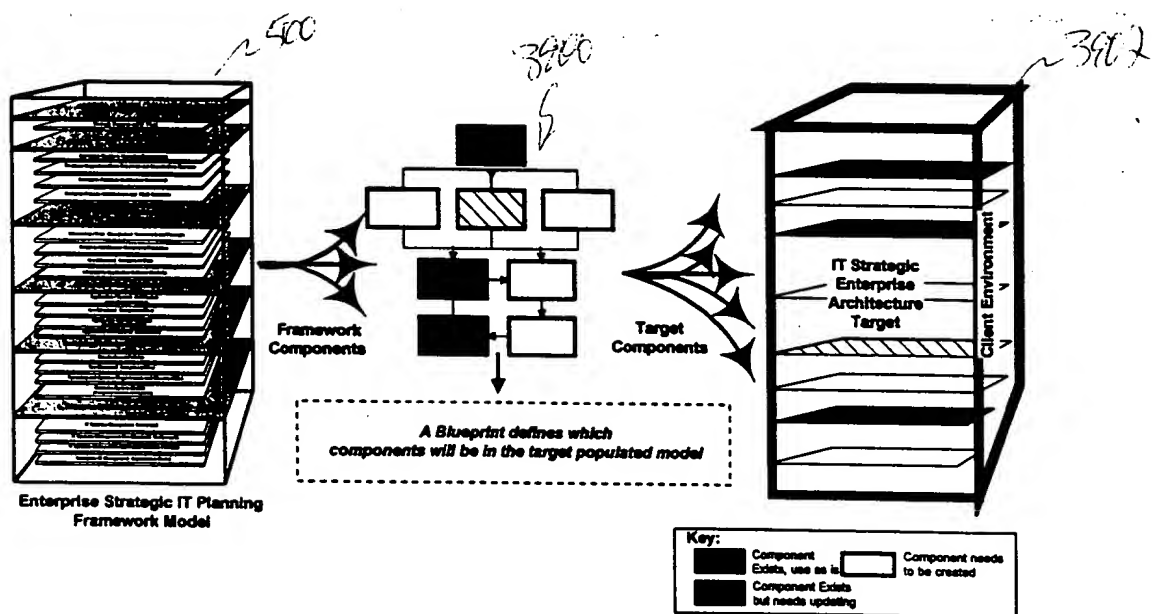
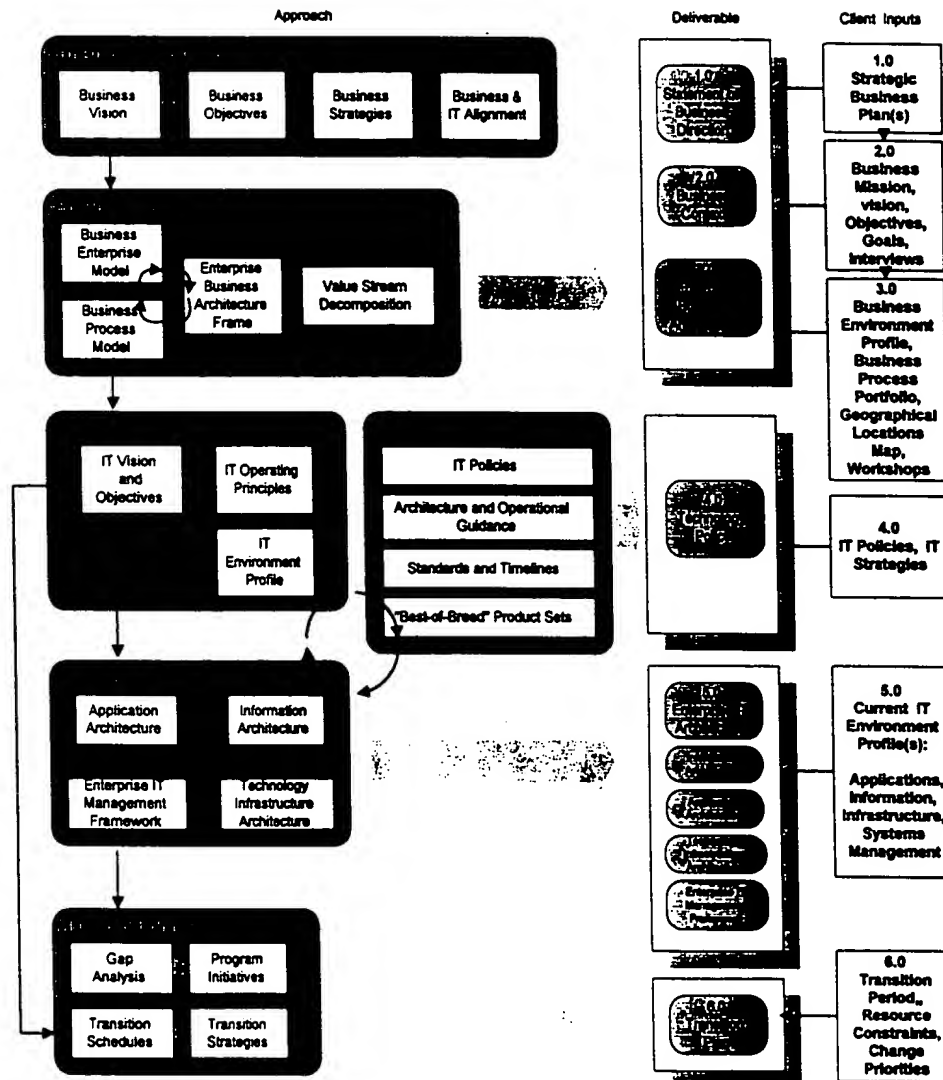


Figure 41: Blueprint Guides the Formulation of the Target Models

## Strategic IT Planning Approach, Deliverables and Primary Inputs



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Figure 42: The Strategic IT Planning Approach

## Enterprise Strategic IT Planning

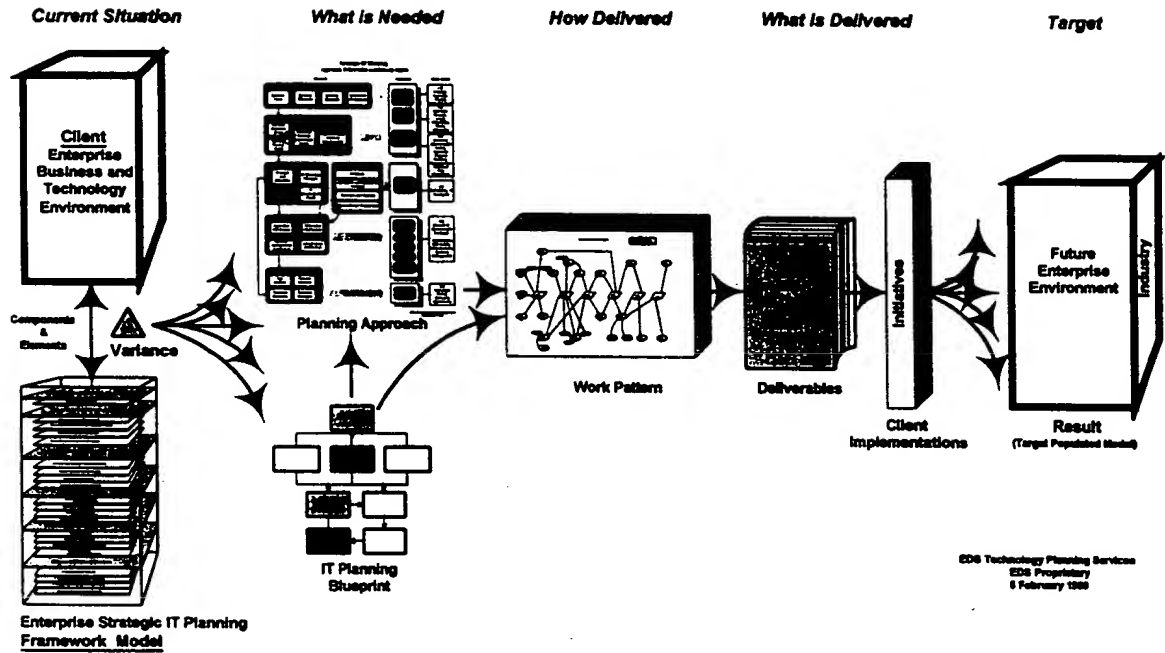
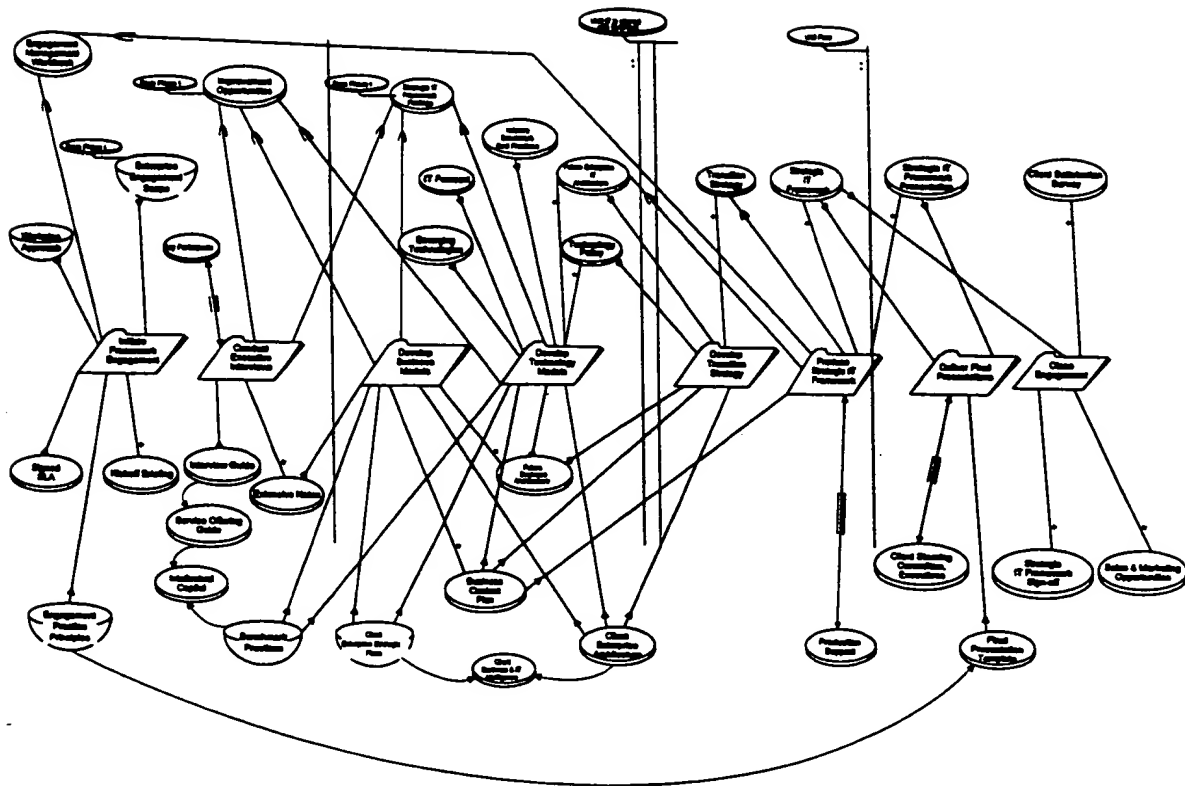


Figure 43: The Construction and Implementation of a Strategic IT Plan



44  
Figure 4.4: Deliver Strategic IT Framework Workflow Scenario

# Strategic IT Planning

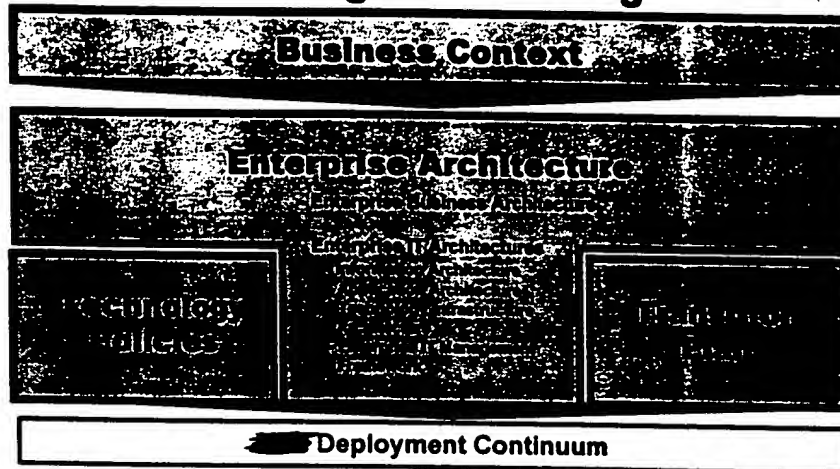


Fig. 45

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